

Department Heads Meeting Notes – May 26, 2005
I-NET/Ascertainment Needs Discussion with Leigh Bailey and Emikan Sudan of Cable Board

George Andrikidis-DPW - Needs available I-Loop connection with city hall. DPW now off I-Loop – Not reliable – it gets over burdened. Now paying for T-1 and DSL lines. Also – information sharing with large files between departments is very difficult to do, almost impossible now. Core needs also include payroll and MUNIS. The system often will crash. It is slow and not a reliable, efficient backbone. Any new contract must look into future and look into future capacity. Need to guarantee a reliable system.

Smith Vocational – Frank Llamas – same problem – system is not always stable.

Police – Chief Sienkiewicz - same problem. We lose staff time and we lose data. For Public Safety, reliable equipment is crucial. Police have invested in an independent T-1 line. Internet is no longer a luxury. It is a necessity for investigations. Homeland security work at state level – when I-NET goes down it creates a major communication problem. Public Safety Needs: Digital photos, reports, intelligence. Low cost is important, too – T-1 lines prohibitively expensive.

Fire Department/Dispatch – Lisa Day - same problem on King St. Email can be lost for 1-2 days at a time. Makes daily work difficult. Stability of system is crucial.

Police – Have to use private accounts to do work – Not acceptable, especially in emergencies. Police need internet access on secure sites.

MIS- Vanessa Oquendo – Many communities in the state are negotiating with Comcast for a fiber loop and eliminating the traditional I-NET. Current I-NET technology is limited even with equipment replacement. Current system is not capable of growing with City needs.

Service- Comcast is responsive when called, but the issue is with staff changes. Information is lost during the transition and there is a re-learning process causing work delays. Need an appointment to gain access to the Headend on Florence Rd. We need 24/7 access to the equipment. Usually Comcast provides same day service. Sometimes there are longer delays. There has been some discussion of moving the headend to a city building. Fire Department has made room but space requirement is not met. The space must be climate controlled and secure.

Martine Hargraves– Lilly Library called Comcast about service. It has been 2 days and still have not heard back.

Schools Department – Schools want to do online distance learning and have all students have email. Activity volume is currently too much for the system. 400+ students in high

school – plus other schools. Teachers use the internet during classes. I-NET loss interrupts classes.

Vanessa- Extend free internet access to all city buildings like Police and Fire as a second internet connection so that we have some kind of redundancy in the system. This would allow us to use the I-Net if the WAN goes down.

Susan W. will have Bill Dournbusch, School Technology Coordinator, call us and attend June 14 meeting.

Distance learning is also important for police training.

Video capability is important for schools and the City for training purposes.

Staff would like to televise more meetings and hearings of greater community interest. Smith Vocational wants to broadcast its board meetings.

School wants cable TV drops at every school. Comcast is supposed to be installing these now. Brett Jacobus says that some schools are without service due to internal cabling problems.

MIS, Police and School Department will have spokespeople attend the public hearing.

There also has been some discussion in the past for voice over IP for upgrading the telephone system which is also outdated.

Notes Prepared By:

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